

Information Services Division
Definitions for Information Technology Services FY07
Effective July 1, 2006

11/14/2006

Mainframe Processing

Prime and Non-Prime Time

Prime Time is 7:00 A.M. to 5:00 P.M. Monday – Friday (Holidays excluded).

Non-Prime Time is 5:00 P.M. to 7:00 A.M. Monday – Friday and Weekends and Holidays.

Batch Processing

Batch Processing refers to jobs submitted with Job Control Language (JCL) stack. Batch Processing is submitted in various ways including Control M – scheduler or other methods as determined by the user. Billable units are based on resource utilization per CPU Hour (CPU Hour is a calculation of units of processing time and is not related to wall clock time/hour).

TSO

TSO stands for (Time Sharing Option) and provides “interactive” time-sharing from remote terminals.

TSO is a means of communicating with the system (mainframe) and among other things allows the user to submit Batch Processing jobs, view data, monitor job flow, print, edit files and conduct library functions, etc.

CICS Transaction

CICS (Customer Information Control System) employs “interactive” functionality in that the user is able to interactively display, add, change and delete records on a remote terminal screen.

CICS transaction charges are a fixed amount assessed for every transaction executed.

CICS Processing

Billable units are based on resource utilization per CPU Hour (CPU Hour is a calculation of units of processing time and is not related to wall clock time/hour).

IMS Processing

IMS is a database and transaction management system. An IMS database is organized hierarchically with levels of data each dependent on the higher level. An IMS Database Management system organizes the data in different structures to optimize storage and retrieval, and ensure integrity and recovery. Billable units are based on resource utilization per CPU Hour (CPU Hour is a calculation of units of processing time and is not related to wall clock time/hour).

CA/Datacom, M/U

CA/Datacom MUF (Multi User Facility) refers to a Computer Associates database. The database may be accessed through batch jobs or on-line/CICS activities. Billable units are based on resource utilization per CPU Hour (CPU Hour is a calculation of units of processing time and is not related to wall clock time/hour).

ADABASE

Adabase is Software AG's advanced database management system that delivers high transaction throughput while ensuring integrity and flexibility. Billable units are based on resource utilization per CPU Hour (CPU Hour is a calculation of units of processing time and is not related to wall clock time/hour).

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Technical Support

Technician Services

This service is on a request basis and includes support of system and application activities. Involvement in special projects may also be requested on an as-needed basis. This service is billed on 15 minute increments and is billed monthly as incurred.

Mainframe Disk Storage

Mainframe Disk Storage - Tier 1, 2, 3

All Disk storage at least Raid 5. Difference between tiers is the access speeds. Tier 1 will have a faster access speed than Tier 2 and Tier 2 will have a faster access speed than Tier 3. User agencies are billed for all reserved space, including disk space actually consumed.

Open System Disk Storage

Open System Disk - Tier 1, 2, 3

All Disk storage at least Raid 5. Difference between tiers is the access speeds. Tier 1 will have a faster access speed than Tier 2 and Tier 2 will have a faster access speed than Tier 3. User agencies are billed for all reserved space, including disk space actually consumed.

Mainframe Tape Storage

Data Stored

A Tape Management System (TMS) tracks all tapes in storage by MB. Active tape(s) charge(s) are based upon the amount of time that the data is allocated to the user during the month. The user is not charged for scratched tapes as these tapes are charged to system overhead. Multiple customers are backed up to individual tapes. If a customer requires their data to be the only backup on a tape(s) they will be charged for that tape(s) based upon current cost.

Physical Tape Surcharge

Surcharge assessed to all 3420 & 3480 tapes.

Tape Mounts

To mount the 3420 and 3480 tapes. This is a per mount charge.

Migrated Data

Customer data files that have been migrated from Mainframe disk storage to a secondary storage media. When a customer accesses one of these data files, it is automatically restored to Mainframe disk storage for processing.

Tape Archival

Charge from Libraries and Archives for archival of tape(s) plus administrative costs.

Open Systems Tape Storage

Automated Tape Library (ATL) Storage

A Tape Management System (TMS) tracks all files in storage by MB. Storage charge(s) are based upon the amount of time that the data is allocated to the user during the month. The user is not charged for scratched tapes as these tapes are charged to system overhead. Multiple customers are backed up to individual tapes. If a customer requires their data to be the only backup on a tape(s) they will be charged for that tape(s) based upon current cost.

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Tape Archival

Charge from Libraries and Archives for archival of tape(s) plus administrative costs.

Printing

Page

On-line Local Page printing is billed based on the number of "clicks" recorded by the Xerox printing machines. One "click" equals one impression or the number of times the sheet of paper passes through the print station. One sheet of paper (both sides) is capable of holding from one (1) to eight (8) pages of information, however one sheet of paper can represent no more than two clicks.

Impact (Line)

Initiated by Batch Jobs as well as CICS and TSO. Impact printing is performed on two (2) IBM 6262 machines that are normally loaded with green bar paper.

Desktop

PC Support

Includes ISD support time only per device. Hardware and software are not included.

PC Refresh

Includes recovery costs of the desktop PC over a 36 month life cycle, network licensing, basic software including Office Suite and virus protection and connectivity.

The equipment is based upon a pre-determined device model. Yearly changes in model will be reflected in pricing.

Laptop Support

Includes ISD support time only per device. Hardware and software are not included.

Laptop Refresh

This includes recovery costs of the laptop over a 36 month life cycle, network licensing, basic software including Office Suite and virus protection and connectivity.

The equipment is based upon a pre-determined device model. Yearly changes in model will be reflected in pricing.

Printer Support

Includes ISD support time only per device. Hardware, software and consumables (toner, paper, etc.) are not included.

Printer Refresh - Standard

Includes recovery costs of the printer over a 48 month life cycle and connectivity. Consumables (toner, paper, etc.) are not included.

Printer Refresh - Standard Color

Includes recovery costs of the printer over a 48 month life cycle and connectivity. Consumables (toner, paper, etc.) are not included.

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Printer Refresh - Large

Includes recovery costs of the printer over a 48 month life cycle and connectivity. Consumables (toner, paper, etc.) are not included.

Desktop Technician

Technician provides technical service and support for personal computers, laptops, printers and related hardware and software. This service is billed on 15 minute increments and is billed monthly as incurred.

Visio Program License

One license for Visio software package.

Adobe Creator License

One license for Adobe Creator software package.

Visio Professional License

One license for Visio Professional software package.

Microsoft Project License

One license for Microsoft Project software package.

Applications

Programmer

Provides a variety of software programming services including maintenance of existing computer software applications; maintenance and development of web software applications, development of new software systems, testing, product support and documentation. This service is billed on 15 minute increments and is billed monthly as incurred.

E-mail - Basic

This includes one POP3 email account and virus protection.

E-mail - Enterprise

This includes one GroupWise email account, virus protection and support from ISD.

Web Page Hosting/Storage

Includes web pages and storage for the web pages.

Server Support

Network Connection

For any connections needed above the allotted amount for equipment.

Hoteling

This includes 2U's space for racking the server, one network connection, electrical, generator backup, fire protection, raised flooring, air conditioning and physical security. All management of the system and data will be the responsibility of the owner of the equipment.

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Basic Support

This includes operating system security patches, virus definition files. This does not include facilities support.

Managed Support

This includes all of the Basic features, plus establishment of backup schedule to ensure data recovery in the event of equipment failure. This does not include facilities support, tape charge, archiving, retention or version control.

User Administration

Administration of user on the server. This includes additions, deletions and security administration for each user.

Server Technician

Provides technical support for the server and operating systems for the server. This service is billed on 15 minute increments and is billed monthly as incurred.

Equipment Lease

This will include recovery costs of the server over a 36 month life cycle plus administrative costs. Rates will vary based upon server selection.

VM Reserved Space

Guest instance created on VM server and is calculated by 512 MB blocks. Includes support from ISD. 1 unit of 512MB is the minimum and 30 is the maximum. This does not include operating system, storage or backup.

AS/400 Storage

Includes disk space for database and application programs.

AS/400 Technician

Provides technical support for this server and operating systems for the server. This service is billed on 15 minute increments and is billed monthly as incurred.

E-mail Filtering

This e-mail filtering service includes virus protection, anti-spam and anti-phishing.

Support Center

User Registration

One Remedy user license and support. Includes read, write and update functionality.

Data Base Management

Server Data Base Support - Primary

This service is billed monthly and includes the following activities: Implement & maintain database structures, monitoring & performance tuning of the database environment, file maintenance & software upgrade activities, troubleshoot & resolve database environment problems.

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Server Data Base Support - Secondary

This service is billed monthly and includes the following activities: Implement & maintain database structures, monitoring & performance tuning of the database environment, file maintenance & software upgrade activities, troubleshoot & resolve database environment problems.

Data Base Specialist

This service is on a request basis and includes support of database design activities, analysis and maintenance activities involved in the Application Development life-cycle. Involvement in special projects may also be requested on an as-needed basis. This service is billed on 15 minute increments and is billed monthly as incurred.